

Memorandum



DATE September 5, 2017

TO Honorable Members of the Public Safety and Criminal Justice Committee:
B. Adam McGough (Chair), Philip T. Kingston (Vice Chair),
Jennifer S. Gates (Domestic Violence Task Force Chair), MPT Dwaine R. Caraway,
DMPT Adam Medrano, Sandy Greyson, Kevin Felder

SUBJECT **Court Technology Improvements**

On Monday, September 11, 2017, you will be briefed on the Court Technology Improvements by Director Gloria Lopez Carter, Court and Detention Services. The briefing materials are attached for your review.

Please contact me if you have any questions or need additional information.



Jon Fortune
Assistant City Manager

[Attachment]

cc: Honorable Mayor and Members of the City Council
T.C. Broadnax, City Manager
Larry Casto, City Attorney
Craig D. Kinton, City Auditor
Biliera Johnson, City Secretary (Interim)
Daniel F. Solis, Administrative Judge
Kimberly Blzor Tolbert, Chief of Staff to the City Manager
Majed A. Al-Ghafry, Assistant City Manager

Jo M. (Jody) Puckett, Assistant City Manager (Interim)
Joey Zapata, Assistant City Manager
M. Elizabeth Reich, Chief Financial Officer
Nadia Chandler Hardy, Chief of Community Services
Raquel Favela, Chief of Economic Development & Neighborhood Services
Theresa O'Donnell, Chief of Resilience
Directors and Assistant Directors

Court Technology Improvements

**Public Safety & Criminal Justice Committee
September 11, 2017**

**Gloria Lopez Carter, Director
Court and Detention Services
City of Dallas**



Presentation Overview

- Purpose: Overview Court Technology improvements
- Background/History
- Recent Technology Upgrades
- Near Future Improvements
- The Future
- Proposed Action
- Next Steps

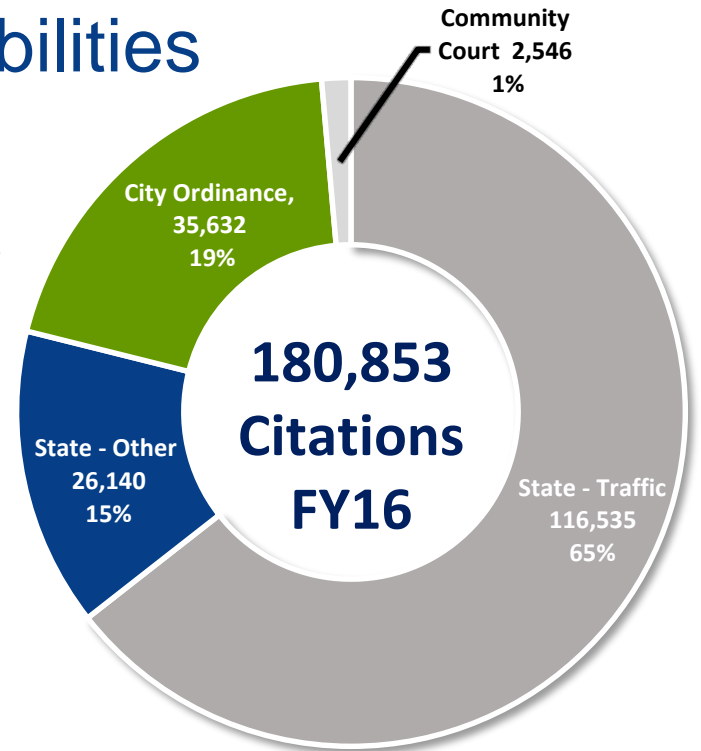
Purpose

Give an overview of recent technology upgrades at the Dallas Municipal Court, as well as upcoming improvements



Background/History

- Municipal Court Responsibilities
- Administer Class C citations and Civil citations
 - Jurisdiction over 1,052 violation types
 - Receive approx. 180,000 citations annually



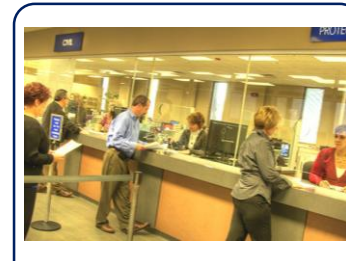
NOTE: City Ordinance are both Criminal and Civil

Background/History *(continued)*

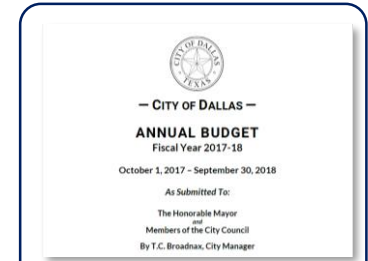
Significant
Improvements
in Recent
Years



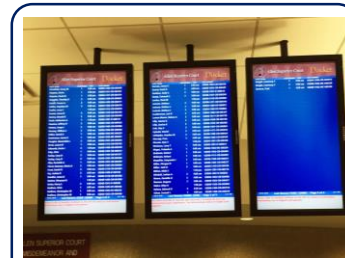
Performance Measures



Customer & Employee Survey Scores Up



Financial Savings & Efficiencies



Up-To-Date Facility & Case Management Software

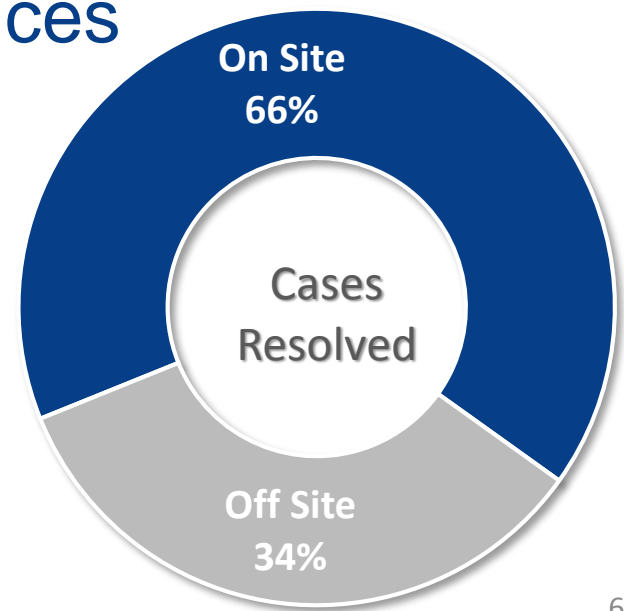


Marshal's Office Improvements



Recent Technology Upgrades

- Expanded surveillance camera program
- 150 additional e-citation devices
- New auto-dialer system
- IVR Improvements (Interactive Voice Responses)
- License Plate Readers
- Electronic docket displays
- Online options

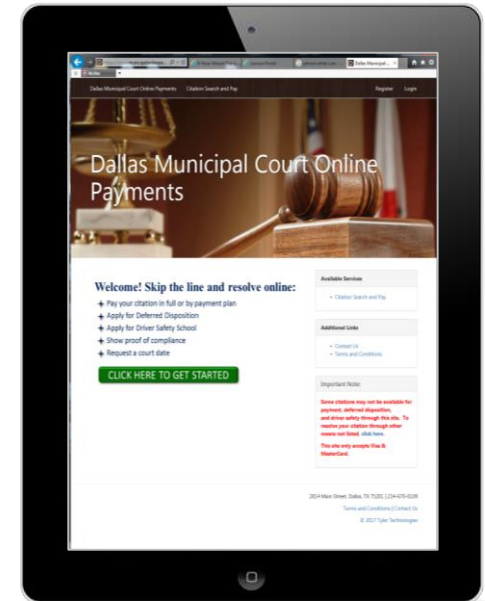


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Recent Technology Upgrades *(continued)*

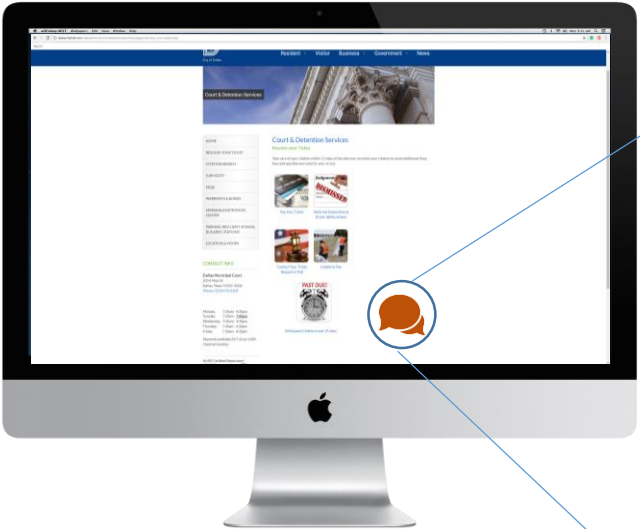
- Online Options Allow
 - *Payments*
 - *Payment Plans*
 - *Deferred Disposition*
 - *Driver Safety Program*
 - *Pre-Trial Request (Not Guilty)*
 - *Compliance Dismissals*
- Most Online Options of the 950+ Municipal Courts in Texas*

*Source: Tyler Technology & Personal Research by Staff



Recent Technology Upgrades *(continued)*

- Live Chat



Martin Riojas: Hello, how may I help you?

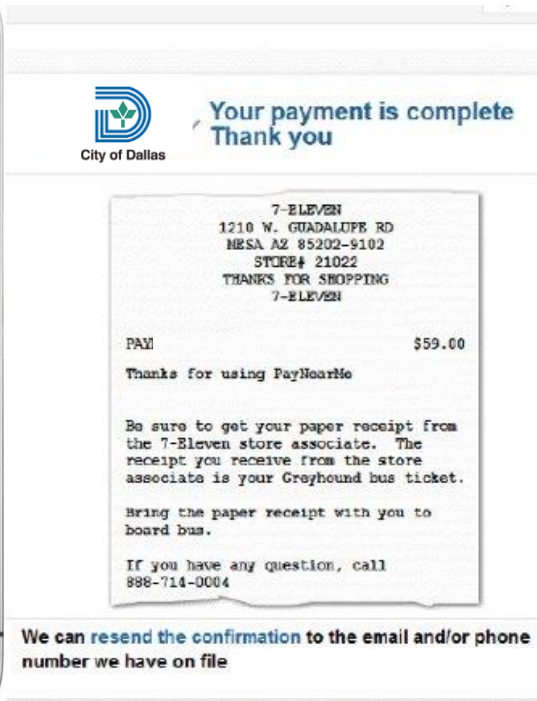
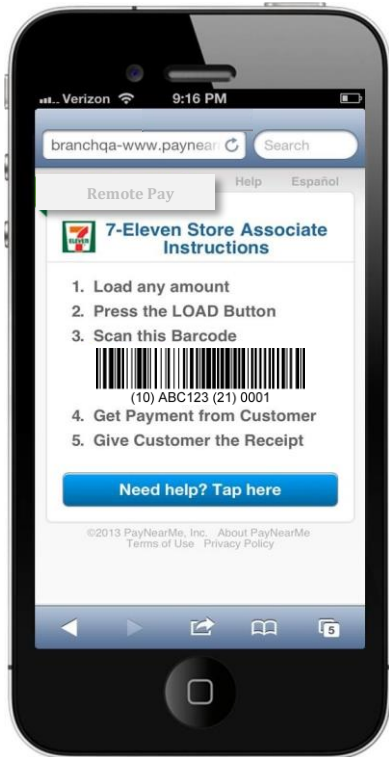
me: Hi Martin, how do I keep a ticket off of my driving record?

Martin Riojas: If successfully completed, Deferred Disposition and Driver Safety Programs are options for individuals seeking to keep a violation from affecting their driving record and insurance rate.

me: Yes, I'd like to sign up for deferred disposition. How do I sign up?

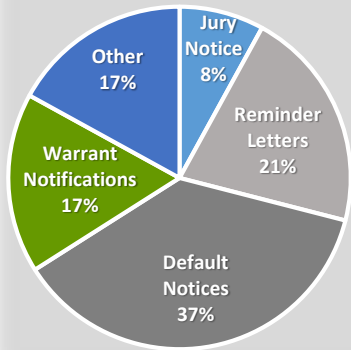
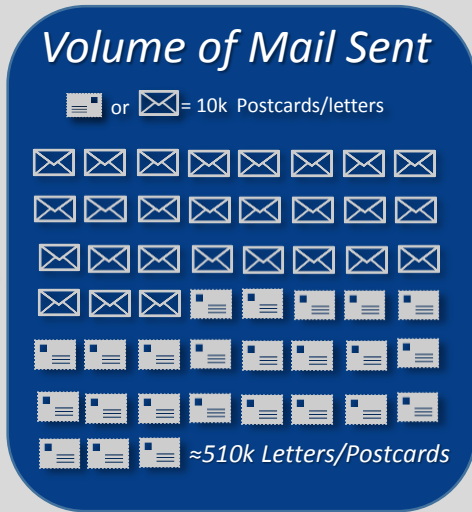
Live chat by **snapengage**

Near Future Improvements



- Call Center for Payments
 - 24/7 coverage
 - Bilingual
- Remote pay locations
 - Cash ≈ 50% of in-person payments at 2014 Main St.
 - Bar code convenience
 - Convenient locations provided by zip code

Near Future Improvements *(continued)*



- **Mail Outsourcing**

- Less returned mail: USPS address database
- Faster delivery
- Delivery tracking – real time status reports
- Better analytics on change of address

The Future

- Text reminders
- Attorney portal / public facing portal
- Indigence options online
- Queue system with text notification
- FaceTime court hearing
- Routinely evaluate adding online options and will continue to do so

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Staff Recommendation

- Staff recommends members of the Public Safety & Criminal Justice Committee support the following upcoming City Council agenda items:
 - September 27th – 3rd Party Mailing
 - October 25th – Call Center & Remote Pay Locations

Next Steps

- Continue to look for ways to improve the customer's experience through technology



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